

AMENDMENTS TO THE CLAIMS

Please amend the claims as indicated in the complete listing of pending claims listed below.

1. (Currently Amended) A method comprising:
receiving a message in a data communication system;
thematically subdividing the message into a plurality of sections based on an analysis
of content in the message; and
sending a subdivided section of the plurality of sections of the message via the data
communication system to an separate agents based on the analysis of content.
2. (Currently Amended) The method of claim 1, wherein the agent provides a response
to the a respective subdivided section for which an agent has received.
3. (Currently Amended) The method of claim 2, wherein the one or more subdivided
sections of the message are is reviewed again to determine if a subsequent response
to one of the one or more subdivided sections are is needed.
4. (Currently Amended) The method of claim 3, wherein if a subsequent response is
needed, the subdivided section of the message for which a subsequent response is
needed, is sent again to an agent to provide the subsequent response.
5. The method of claim 1, wherein the analysis is to determine if the subdivided
sections of the message have been responded to.

6. (Currently Amended) The method of claim 5, wherein the subdivided sections of the message not having been responded to by an agent are is sent again to an agent to provide a response.
7. (Currently Amended) A machine-readable storage medium tangibly embodying a sequence of instructions executable by the machine to perform a method, the method comprising:
- receiving a message in a data communication system;
- thematically subdividing the message into a plurality of sections based on an analysis of content in the message; and
- sending a subdivided sections of the plurality of sections of the message via the data communication system to an separate agents based on the analysis of content.
8. (Currently Amended) The machine-readable medium of claim 7, wherein the method further comprises receiving wherein the agent provides a response from an agent to the respective subdivided section which the agent had received.
9. (Currently Amended) The machine-readable medium of claim 8, wherein one or more the subdivided sections of the message are is reviewed again to determine if a subsequent response to one of the one or more subdivided sections are is needed.
10. (Currently Amended) The machine-readable medium of claim 9, wherein if a subsequent response is needed, the subdivided section of the message for which a subsequent response is needed are is sent again to an agent to provide the subsequent response.

11. The machine-readable medium of claim 7, wherein the analysis is to determine if the subdivided sections of the message have been responded to.
12. (Currently Amended) The machine-readable medium of claim 11, wherein the subdivided sections of the message not having been responded to by an agent are ~~is~~ sent again to an agent to provide a response.
13. (Currently Amended) A system comprising:
 - a first unit to store a message sent from a message sender;
 - a parser to thematically subdivide the message into a plurality of sections based on a message analysis; and
 - a router to route the ~~a~~ subdivided sections of the plurality of sections of the message to separate ~~an~~ agent appropriate for the subdivided sectionbased on the analysis of the content.
14. (Currently Amended) The system of claim 13, wherein the system is to further receive a response from an agent to the respective subdivided section which the agent had received ~~agent provides a response to the subdivided section~~.
15. (Currently Amended) The system of claim 14, wherein the system is to review one or more subdivided sections of the message again to determine if a subsequent response to one of the one or more subdivided sections are needed ~~the subdivided section of the message is reviewed again to determine if a subsequent response is needed~~.
16. (Currently Amended) The system of claim 15, wherein if a subsequent response is needed, the system is to send the respective subdivided section of the message ~~is sent~~ again to an agent to provide the subsequent response.

17. (Currently Amended) The system of claim 13, wherein the analysis to be performed by the system is determine if the subdivided sections of the message have been responded to.
18. (Currently Amended) The system of claim 17, wherein the subdivided sections of the message not having been responded to by an agent are sent again to an agent to provide a response.
19. (Currently Amended) The method of claim 1, further comprising: augmenting the one of the subdivided sections of the message with supporting information.
20. The method of claim 19, wherein the data communication comprises a workflow system.
21. (Canceled)
22. (Currently Amended) The method of claim 20, further comprising: tracking responses to the message as a whole to determine whether the message is responded to in a predetermined period of time.